

## **Complaint Processes**

A complaint procedure has been established under Section 508 of the 1973 Rehabilitation Act, as amended in 1998. In summary, it states that anyone with a disability can file a complaint of Section 508 noncompliance with any Federal agency. The Federal agency receiving the complaint is advised to apply the complaint procedures already established previously to implement Section 504 of the same law. Agencies are encouraged to develop alternative dispute resolution procedures to address complaints. For more information on GSA's internal process for resolving complaints, please contact the GSA Human Resources. The United States Department of Justice and United States Equal Employment Opportunity Commission handle external complaints. The complaint process is also covered under American with Disabilities Act of 1990 (ADA) and the Architectural Barriers Act (ABA) of 1968.

### ***GSA Office of Civil Rights***

The GSA Office of Civil Rights ensures that Federal programs operate in accordance with the provisions of Title VI of the Civil Rights Act of 1964. Similar procedures will be used to ensure compliance with Information Technology accessibility legislation and Section 508 of the 1973 Rehabilitation Act, as amended in 1998. The office reviews compliance and enforcement actions to determine compliance or noncompliance with Federal laws. Their Web site has a Complaint Form and Section 508 Complaint Interim Processing Procedures. Go to the GSA Web site and search for "Office of Civil Rights." United States Department of Justice (Web site: [www.usdoj.gov](http://www.usdoj.gov))

Section 508 requires that Federal agencies, when developing, procuring, maintaining, or using electronic and information technology, ensure that this technology is accessible to and usable by Federal employees and also members of the public with disabilities who seek information or services from Federal agencies. The United States Department of Justice has general oversight of complaints. To file a complaint under Section 508 of the 1973 Rehabilitation Act (as amended in 1998), one contacts the Federal agency providing the funds for the program or service, as listed on the Section 504 Contact List. (Section 504 is also part of the Rehabilitation Act of 1973.)

### ***Equal Employment Opportunity Commission***

Section 501 of the 1973 Rehabilitation Act and its amendments prohibits discrimination on the basis of disability in Federal employment, including applicants for employment. Federal agencies are required to make reasonable accommodations for qualified employees or applicants with disabilities. To file a Section 501 complaint, one contacts the Equal Employment Opportunity (EEO) Officer in the employing agency. If one has already raised the issue with the agency's EEO Officer and it was not resolved, the person may contact the Equal Employment Opportunity Commission (see address below).

## ***Americans with Disabilities Act (ADA) - Title I***

The Americans with Disabilities Act of 1990 prohibits discrimination based on disability in employment, State and local government services, transportation, public accommodations, commercial facilities, and telecommunications. Title I prohibits discrimination against qualified disabled individuals in employment and includes special features related to reasonable accommodations, qualification standards, and other labor management issues. The United States Equal Employment Opportunity Commission enforces this title. To file an ADA Title I complaint, contact

Equal Employment Opportunity Commission  
1801 L Street, NW  
Washington, DC 20507  
(800) 669-4000  
(800) 669-6820 (TTY)  
<http://www.eeoc.gov/facts/fs-fed.html>